

New Internet Policy

[Covina Public Library Wireless, Wired Internet, Electronic & Printing Resource Policy \(pdf\)](#)

Library Cards

How to Obtain

To receive a library card you must fill out an application form and present acceptable identification in person at the Circulation Desk. There is no charge for a library card.

Eligibility

Library cards are issued to California residents with identification and proof of current address. Minors need a parent/guardian present to obtain a card. A current Covina Library card must be presented in order to check out materials.

Borrowing Privileges

Library cards entitle users to borrow from the full range of circulating materials (Videos and DVDs are checked out to adult cardholders only).

Registration

Adult applicants (18 years and older) must be present when registering for a library card. Minors, under age 18, must be accompanied by a parent/guardian who is required to sign the application, assuming financial responsibility for the minor. The parent/guardian must show appropriate identification. The child must be present in order to receive his/her card.

Acceptable Identification

An unexpired California driver's license or state identification card with current residential street address (this must be a street address - a P.O. Box is not acceptable). If your current address does not appear on your ID, we will accept one of the following for address verification: a current utility bill, paycheck, vehicle registration, or bank statement (virtual and online banks do not meet this requirement), an unexpired Mexican Consular Identification card ("matricula consular") Argentine Consulate, or Korean Consulate Identification card with current address.

*We do not accept passports, military identification, DMV change of address card or interim driver's license, social security cards, employee ID cards, school or college ID, or generic ID cards.

Who may use my card?

Library cards are not transferable. Each customer must use his/her own library card.

Lost Cards

Report a missing card immediately! The library will code your account so that no one can use the card. Not even you! The next time you visit the library, stop at the Circulation Desk and purchase a replacement card for \$1. A new card number will be assigned to you and the old one will be deleted. Proper ID is required to obtain a replacement card. Minors without ID must be accompanied by the parent/guardian who is also the responsible party on his/her account.

Renewal of Library Cards

Your library card is permanent, but it must be renewed every two years. Library cards can be renewed in person with proper ID. Accounts are deleted automatically after 365 days of inactivity.

Without Your Card

Proper identification with name and current address is required to look up the record in the computer.

Cardholder Responsibilities

By obtaining a library card with the Covina Public Library, you are agreeing to abide by all policies. You are responsible for any materials checked out on your card, and you agree to pay overdue fines and lost or damaged book fees. You must inform the library immediately if your card is lost or stolen, since you are responsible for all materials charged to your account until we are notified and can block unauthorized use. You are responsible for notifying the library of any change of address or telephone number.

It is the responsibility of the library user to return library materials on time and in the condition in which they were borrowed.

Please bring your card when visiting the library.

Borrowing Limits and Loan Periods

❑ ** Library patrons are limited to a maximum of 25 items total checked-out.

Media Type	Item Limit	Loan Period
Books	**	3 weeks
Audio books	5	3 weeks
Magazines	2	
(per title)	3 weeks	
Pamphlets	**	3 weeks
Music CDs	5	3 weeks
Literacy Books	**	3 weeks
Interlibrary Loan	5	3 weeks
(determined by the lending library)		

Rental DVDs - \$1.50 per item/

\$1 per item on Saturdays

5	1 week	
Vacation loan for renewable books		6 weeks

***Magazines marked "library use only" or "non-circulation"; do not circulate.**

***Books marked as "Reference" are for Library Use Only; do not circulate.**

Renewals

Most items may be renewed in person or by phone one time for an additional 3 weeks with the following exceptions:

New adult books
DVD's Inter-library loan materials
Items that are on hold for another customer

Extended Use Fees

Adult material overdue .15 ¢/day
Children's material overdue .15 ¢/day
DVDs overdue \$1.00 ☐ ☐ **Other Fees**

Library Card Replacement \$1.00
Lost/Damaged Library Materials -- Full replacement value plus processing \$4.00
Interlibrary Loan \$3.00

Black and white copies and printouts .15¢/page

Color printout .50¢/page

Collection agency \$20.00 per item

Typewriter .50¢ for every 20 minutes of use

How to Reserve Library Materials

If the books or other materials you need are not available when you visit the library, you may reserve or place a “hold” on them. A hold may be placed on circulating library materials by phone, on-line using a library card and PIN, or in person at the Circulation Desk. There is no charge for this service. However, there is a limit of no more than 5 unfilled requests at any one time per customer. (Unfilled requests are considered “in processing” until the request is filled.)

Claimed Returned Items

If a patron believes he/she returned an item that is being billed as overdue, the patron should inform the Circulation Desk. Library Personnel will search for the item for 4 weeks but the item will remain on the patron account until it is located.

If the item is found within the library all fines and charges associated with the item will be cleared and removed from the patron record. If the item is not found, the patron will be assessed replacement charges for the full value of the item plus a \$4.00 processing fee.

Overdue Notices

Overdue, hold, and billing notices are sent via US Postal Service.

All notices, regardless of format, are considered a courtesy. Failure to receive a notice for whatever reason, does not absolve responsibility to return or renew material on time, nor does it negate any fines or charges that may occur. Patron must inform the library of any address changes.

The library does not mail notices for charges under the amount of \$4.00.

Interlibrary Loan (ILL)

This service assists library users in obtaining materials that are not in the local library collection. Interlibrary loans come from other libraries throughout the country. Some items that are rarely available through the interlibrary loan service are: print issues of magazines and newspapers (microform copies are usually available); reference books; rare books and manuscripts (unless microform); best sellers and books less than one year old; computer software; textbooks. The library does not accept Interlibrary Loan requests for DVD's, CD's, or Videocassettes as most libraries do not lend these items out.

Interlibrary requests can take an estimated 2 - 6 weeks to fill. In some cases, the request may prove impossible to fill. Customers who use this service must have a Covina Public Library card in good standing in accordance with circulation policies. The fee for inter-library loans is \$3.00 per item, cash or check, paid at the time of the request. This fee applies to Covina residents and non-residents alike. There are no refunds for unfilled requests. If it is a "reference use/in library use only" item (rare or fragile books, for example) it will be kept at the Reference desk.